

Commissioner's Report – July 1, 2013**Help Desk Call Summary for June**

of calls closed for the month: **June – 213**, May – 261, April – 247 (YTD Avg / Month – 225)

of calls NOT closed within 12 hours - 4

of calls currently open: 13 open calls, 3 are projects or new tasks

Email Filtering / SPAM

- Inbound counts **Total Emails – 60,891 / SPAM – 5,079**
- Viruses stopped before reaching Boone – 303

Major Issues / Outages / After-hours calls

- Courtview Public Access server caused issues with Courtview server on 6/17/13
 - Some abnormal activity noticed
 - Changed password on account
- Web server crashed on 6/17/13
 - Blocked IP addresses and rebooted server
 - Has happened again so may be related to new IE

Completed Projects

- **Elks Building network**
 - Switches installed and tested and phones tested
 - Switches being configured for voice and data
 - Fiber run completed between Elks building and Annex
- **Upgraded CSI for all Probation PCs**
- **Upgraded Sheriff servers for Interact Project**
- **Worked with state to create access to cisco photos for Vines mobile app**
 - Public will have access to view offenders

New / Ongoing projects

- **Started laptop rollout for 2013**
- **Sheriff Dept. network upgrade**
 - New switches being ordered
 - Will allow 10GB backbone in Jail and between Courthouse and Jail
 - All ports for workstations and servers will be capable of 1GB connections (mixed 100MB and 1GB now)


Appendix #2

1955 Indianapolis Ave.
Lebanon, IN 46052
Telephone: 765-482-4550
Fax: 765-483-4451
Richard A. Carney, Supervisor

Boone County Highway Department

DATE: July 1, 2013

1. Utility Agreement for Town of Zionsville for the installation of signal on the Rail/Trail system crossing on 875E.
2. Utility Agreement for Josh Merrill to place a drainage tile across 825N connecting to an existing tile
3. Utility Agreement for Traders Point Eagle Creek Rural Historic District to place signs and posts in County R/W
4. Commissioners to sign the cover sheet for Br.# 273
5. We are Chipping and Sealing now and will start laying grindings on the 8th



Rick Carney, Supervisor
Boone County Highway Dept.
1955 Indianapolis Ave.
Lebanon, IN 46052
765-482-4550

Working Together Is Winning Together